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Nortel Communication Server 1000

Nortel IP Audio Conference Phone 2033

User Guide

Revision history

April 2005

Standard 1.00. This document is a new document for Communication Server 1000 IP Audio Conference Phone 2033.

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Regulatory and safety information

Table 1: EMC

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices (see Notes 1a and 1b on page 10)
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia / New Zealand	AS/NZS 3548 CISPR 22	Class B Emissions: Information Technology Equipment – Radio Disturbance
Japan	VCCI	Class B Emissions: Information Technology Equipment (see Note 2 on page 10)
European Community	EN 55022 / CISPR 22	Class B Emissions: Information Technology Equipment – Radio Disturbance
	EN 55024	Information Technology Equipment – Immunity Characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current <= 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A

Note 1a: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Note 1b: The user should not make changes or modifications not expressly approved by Nortel. Any such changes could void the user's authority to operate the equipment.

Note 2:

VCCI:
Class B ITE

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスB 情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Translation:
This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio

interference. Install and use the equipment according to the instruction manual.

Table 2: Safety

Jurisdiction	Standard	Description
United States	UL 60950	Safety for Information Technology Equipment
Canada	CSA 60950	Safety for Information Technology Equipment
European Community	EN 60950	Safety for Information Technology Equipment

Other Safety Approvals:

- IEC 60950: Safety for Information Technology Equipment

About the IP Audio Conference Phone 2033

The IP Audio Conference Phone 2033 brings voice to the audio conference environment by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

Note 1: Not all features are available on all telephones. Consult your system administrator to verify which features are available for your use.

Note 2: On the IP Audio Conference Phone 2033, the soft key labels display directly above the soft key.

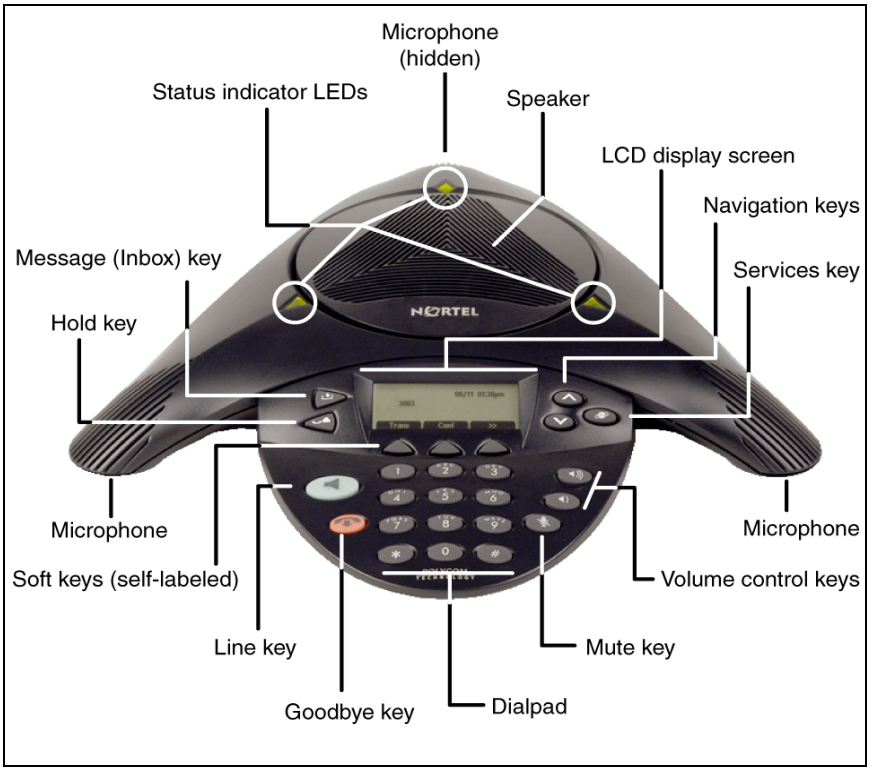
Basic features

The IP Audio Conference Phone 2033 supports the following features:

- three soft keys (self-labeled) that, when required, map to four soft keys to provide access to a maximum of ten functions
- multi-field LCD display screen
- up to two extension microphones to provide microphone coverage in larger rooms
- volume control bar for adjusting ringer and speaker volume
- two specialized fixed keys:
  - Services
  - Message (Inbox)
- three call-processing fixed keys:
  - Line
  - Hold
  - Goodbye
- automatic network configuration

Figure 1 shows the IP Audio Conference Phone 2033.

Figure 1: IP Audio Conference Phone 2033

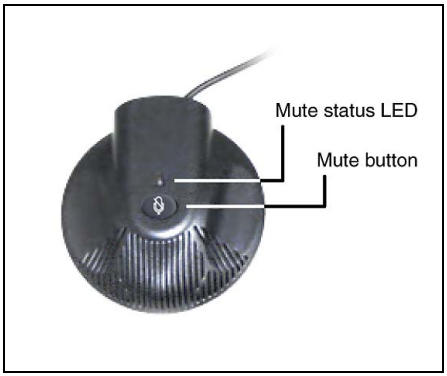


Extension microphones

The IP Audio Conference Phone 2033 supports up to two extension microphones that extend the microphone range in large rooms. Each extension microphone has a **Mute** button and an LED indicator to indicate the current mute state.

Figure 2 shows an extension microphone.

Figure 2: Extension microphone



Telephone controls

Use the **Volume control** buttons to adjust the volume of the ringer and speaker.

Use the **Mute** key on the main unit or any extension speaker to mute the ringer and speaker. The Status indicator LED blinks red when mute is activated.

> ***Note:*** Pressing the Mute key on the extension microphone toggles the mute state of the entire telephone, not just the microphone.

Use the **Line** (DN) key to access the single line and activate on-hook dialing. No status icon or LED is provided.

Use the **Goodbye** key to terminate an active call.

Press the **Hold** key to put an active call on hold. Press the **Line** (DN) key to return to the caller on hold.

Press the **Message (Inbox)** key to access your voice mailbox.

Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen.

Arrows appear on the left side of the display screen to indicate there is more information to be displayed.

Soft keys (self-labeled) are located below the LCD screen display. The LCD screen display above the key changes, based on the active soft key function. Refer to “Soft keys” on page 20 for further information.

Press the **Shift** soft key labeled **>>** to access the second row of soft keys.

> ***Note:*** When a triangle appears before a key label, the feature is active.

Press the **Services** key and use the **Navigation** keys to access the following items:

- Telephone Options:
  - Volume adjustment
  - Contrast adjustment
  - Language
  - Date/Time
  - Local DialPad Tone
  - Set Information
  - Ring type
- Password Admin:
  - Station Control Password
- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)
- Test Local Mode and Resume Local Mode (if Media Gateway 1000B is configured)

Note 1: Press the **Services** key to exit from any menu or menu item.

Note 2: The Password Admin menu may not be available on your IP Audio Conference Phone 2033. Consult your system administrator.

Telephone display

The IP Audio Conference Phone 2033 has two display areas:

- The upper display area contains single-line information for items such as the caller number, caller name, feature prompt strings, user-entered digits, date and time information, and set information.
- The lower display area provides soft key label information. Refer to “Soft keys” on page 20 for further information.

Figure 3 shows the LCD screen display.

Figure 3: IP Audio Conference Phone 2033 LCD screen display

Cleaning the display screen

Gently wipe the screen with a soft, dry cloth.

	CAUTION Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate telephone components and cause premature failure.

Soft keys

The IP Audio Conference Phone 2033 has three soft keys. A maximum of ten functions can be assigned to these soft keys. Your system administrator assigns functions to the soft keys in layers.

Use the **Shift (>>)** key to navigate the layers of soft keys. If there are only three functions assigned to the soft keys, the **Shift (>>)** key does not appear and all three functions are displayed.

Figure 4 shows the soft keys on the display area.

Figure 4: Soft keys

The soft key label has a maximum of six characters. Each soft key includes the soft key label and an icon. When a soft key is in use, a flashing icon displays at the beginning of the soft key label, and the label shifts one character to the right. (If the label is six characters long, the last or rightmost character is truncated.) If a soft key is enabled, the icon state changes to On. It remains in the on state until the soft key is pressed again. This cancels the enabled soft key and turns the icon off, returning the soft key label to its original state.

Telephone status indicators

The IP Audio Conference Phone 2033 uses three bi-color LED lights, located around the speaker, to indicate the telephone status.

Table 3 lists the telephone state corresponding to the status indicator.

Table 3: Status indicators

LEDs	Status
Solid green	Active call
Solid red	Message waiting
Flashing red	Incoming call
Blinking red	Mute

The idle telephone display also indicates if there is a message waiting or missed call.

Each extension microphone also has an LED indicator, indicating the mute status of the telephone.

Call features and Flexible Feature Codes

System administration is required for call features and Flexible Feature Codes (FFCs). Contact your system administrator to configure these features and codes on your telephone.

Call features and FFCs must be assigned to your telephone and supported by system software.

Security features

Your Station Control Password (SCPW) enables the following security features:

- Electronic Lock to prevent others from making calls from your telephone
- Password-protected telephone features (for example, Remote Call Forward)

Your system administrator defines your initial SCPW. Contact your system administrator for detailed information.

To change your SCPW:

1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Password Admin**.

3. Press the **Select** key.

4. Use the dialpad to enter your password at the prompt.

5. Press the **Navigation** keys to scroll and highlight **New Password**.

6. Press the **Select** key.

7. Use the dialpad to enter the new password.

8. Press the **Select** key to accept the new password.

   Note: If you are locked out of your IP Audio Conference Phone 2033, or forget your SCPW, contact your system administrator.

Connect the IP Audio Conference Phone 2033 components

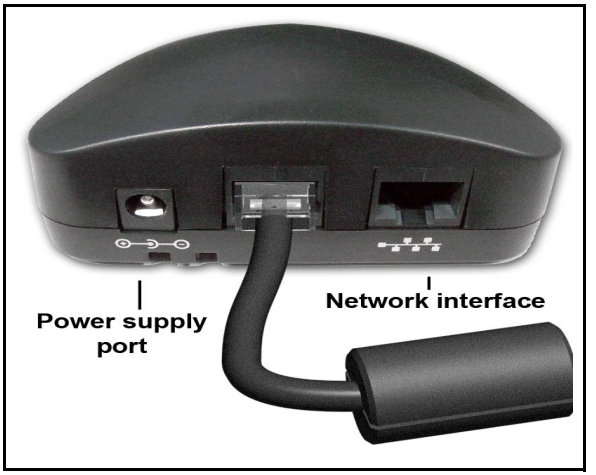
Before you begin

	CAUTION Damage to equipment Do not plug the IP Audio Conference Phone 2033 into a regular telephone jack. Doing so results in severe damage to the IP phone. Consult your system administrator to ensure that you plug your set into a 10/100BaseT network interface.

Steps

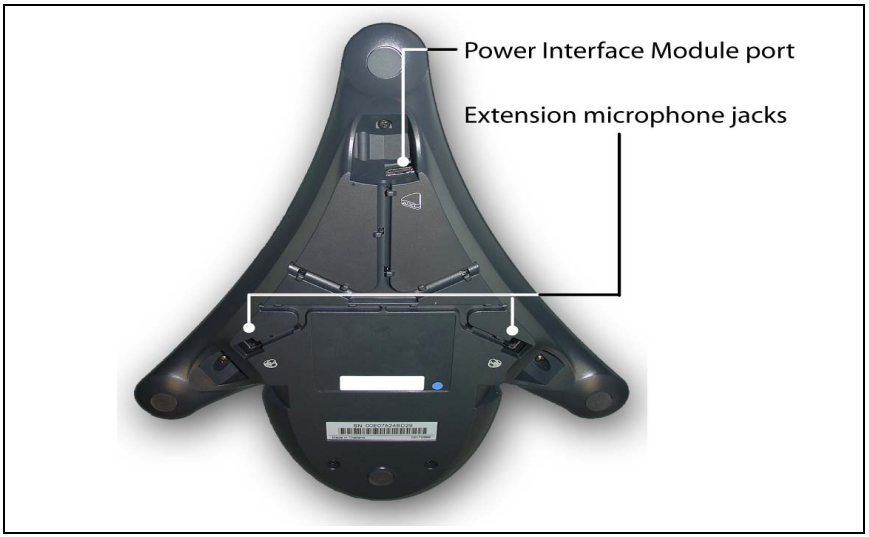
1. Connect one end of the CAT5 Ethernet cable to the network interface located on the back of the Power Interface Module (PIM) (see **Figure 5**). Plug the other end of the CAT5 Ethernet cable into the IP network interface.

Figure 5: Power Interface Module (PIM)



2. Connect one end of the AC power adapter cord to the power supply port located on the back of the PIM. Thread the cord through the channel on the bottom of the PIM and plug the other end into the AC power source.
3. The middle port of the PIM (see **Figure 5** on page 24) has an attached CAT5 Ethernet cable. Thread the cord through the channel on the bottom of the telephone and plug it into the PIM port on the telephone. See **Figure 6**.

Figure 6: IP Audio Conference Phone 2033 connections



4. To connect an extension microphone, run the microphone cord through one of the side channels on the bottom of the main unit, and plug it into one of the extension microphone jacks. See **Figure 6**.

   Note: A maximum of two extension microphone jacks are supported.

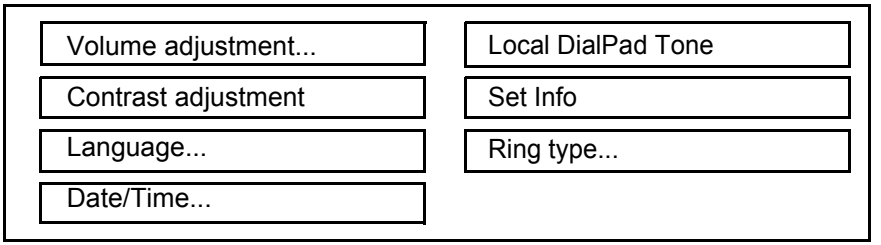
Configure options on the IP Audio Conference Phone 2033

The IP Audio Conference Phone 2033 **Services** menu lists the following submenus:

- The **Telephone Option** menu enables you or your system administrator to configure telephone preferences.
- The **Password Admin** menu enables you or your system administrator to change the Station Control Password.
- The **Virtual Office Login** and **Test Local Mode** (for Branch Office) menus are listed when an IP Audio Conference Phone 2033 Class of Service is set for Virtual Office and Branch Office. For more information, see page 67.

  Note: The **Password Admin**, **Virtual Office Login**, and **Test Local Mode** menus may not be available on your IP Audio Conference Phone 2033. Consult your system administrator.

The **Telephone Option** menu offers the following options:



Note: When an option has a sublist, an ellipsis (...) appears after the option.

Use the Telephone Option menu

To use the Telephone Option menu:

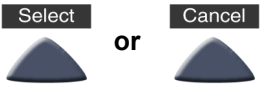
1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Telephone Option**.

3. Press the **Select** key.

4. Press the **Navigation** keys to scroll and highlight an option (for example, **Language...**).

5. Press the **Select** key. The display provides information required to adjust your selection.



6. Choose one of the following:
   - Press the **Select** key to save changes and return to the **Telephone Option** menu.
   - Press the **Cancel** key to keep existing settings.

Adjust volume

To adjust the volume, press the **Services** key and select **Volume adjustment...** from the **Telephone Option** menu. Choose one of the following:

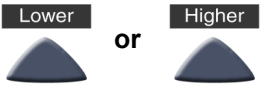
- Ringer
- Speaker
- Buzzer

Note: Volume can also be adjusted using the **Volume control** buttons. See “Telephone controls” on page 16.

To adjust Ringer volume:

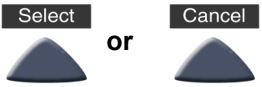
1. Press the **Navigation** keys to scroll and highlight **Ringer**.

2. Press the **Select** key.



or

3. To increase or decrease the Ringer volume, choose one of the following:
   - Press the **Lower/Higher** soft keys.
   - Press the **Navigation** keys.

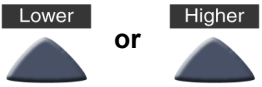


4. Choose one of the following:
   - — Press the **Select** key to save the volume level and return to the **Telephone Option** menu.
   - — Press the **Cancel** key to keep existing settings.

To adjust Speaker volume:

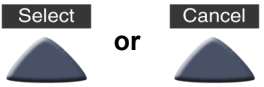
1. Press the **Navigation** keys to scroll and highlight **Handset Listen**.

2. Press the **Select** key.



or

3. To increase or decrease the speaker volume, choose one of the following:
   - — Press the **Lower/Higher** soft keys.
   - — Press the **Navigation** keys.

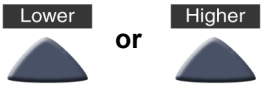


4. Choose one of the following:
   - — Press the **Select** key to save the volume level and return to the **Telephone Option** menu.
   - — Press the **Cancel** key to keep the existing settings.

To adjust the Buzzer volume:

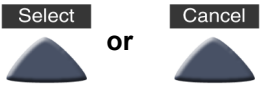
1. Press the **Navigation** keys to scroll and highlight **Buzzer**.

2. Press the **Select** key.



or

3. To increase or decrease the buzzer volume, choose one of the following:
   - — Press the **Lower/Higher** soft keys.
   - — Press the **Navigation** keys.

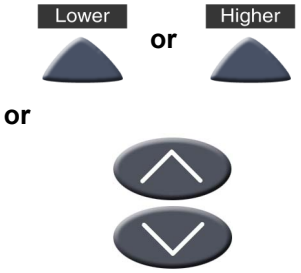


4. Choose one of the following:
   - — Press the **Select** key to save the volume level and return to the **Telephone Option** menu.
   - — Press the **Cancel** key to keep existing settings.

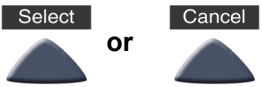
Adjust display screen contrast

To adjust the LCD display screen contrast, press the **Services** key and select **Contrast adjustment** from the **Telephone Option** menu.

To adjust display screen contrast:



1. To increase or decrease the display contrast level, choose one of the following:
   - — Press the **Lower/Higher** soft keys.
   - — Press the **Navigation** keys.



2. Choose one of the following:
   - — Press the **Select** key to save the contrast level and return to the **Telephone Option** menu.
   - — Press the **Cancel** key to keep existing settings.

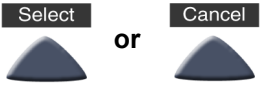
Select a language

The display is available in multiple languages. To choose a language, press the **Services** key and select **Language…** from the **Telephone Option** menu.

To select a language:

Deutsche

1. Press the **Navigation** keys to scroll and highlight the desired language (for example, German [Deutsche]).



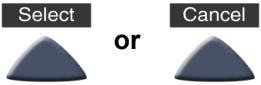
2. Choose one of the following:
   - Press the **Select** key to save the language and return to the **Telephone Option** menu.
   - Press the **Cancel** key to keep existing settings.

Select Date/Time format

Several Date/Time formats are available. Formats are based on the 12-hour clock and the 24-hour clock.To select a date/time format, press the **Services** key and select **Date/Time…** from the **Telephone Option** menu.

To select a date/time format:

1. Press the **Navigation** keys to scroll and highlight the desired format. Sample formats appear in the upper-right side of the display area.



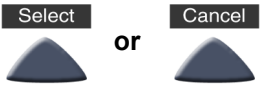
2. Choose one of the following:
   - Press the **Select** key to save the format and return to the **Telephone Option** menu.
   - Press the **Cancel** key to keep existing settings.

Select Local DialPad Tone

The Local DialPad Tone option enables a pressed telephone dial key to produce Dual Tone Multi-Frequency (DTMF) sounds, a single tone, or no sound. To choose a local dialpad tone, press the **Services** key and select **Local DialPad Tone** from the **Telephone Option** menu.

To select Local DialPad Tone:

1. Press the **Navigation** keys to scroll and highlight one of the following dialpad tones:
   - **None** to disable all tones
   - **Short Click** to enable a single tone for all keys
   - **DTMF** to turn on a separate DTMF tone for each key



2. Choose one of the following:
   - — Press the **Select** key to save the tone selection and return to the **Telephone Option** menu.
   - — Press the **Cancel** key to keep existing settings.

Select Ring type

The Ring type option sets the telephone's ring tone. To choose a ring type, press the **Services** key and select **Ring type…** from the **Telephone Option** menu.

To choose a ring type:

1. Press the **Navigation** keys to scroll and highlight one of the ring types.

2. Press the **Play** key to sample the ring tone.

3. Choose one of the following:
   - — Press the **Select** key to save the ring type and return to the **Telephone Option** menu.
   - — Press the **Stop** key and use the **Navigation** keys to select a different ring type.
   - — Press the **Cancel** key to keep existing settings.

View set information

The set information option displays the following set-specific information:

- IP address
- Hardware ID of the IP Phone
- Current firmware version

To view set information, press the **Services** key and select **Set Info** from the **Telephone Option** menu.

To view set information:

1. Press the **Navigation** keys to scroll through the list containing set information.

2. Press the **Cancel** key to return to the **Telephone Option** menu.

Make a call

This section describes features associated with making a call. You have several ways to make a call from an IP Audio Conference Phone 2033.

Steps

1. Press the **Line** (DN) key.

2. Dial the number.

3. Press the **Goodbye** key to terminate an active call.

Use Predial

Use the Predial feature to enter, preview, and edit numbers before dialing.

To use Predial:

1. Without selecting the **Line** (DN) key, enter the number to be dialed.

2. Press the **Line** (DN) key to dial the number.

To edit a Predialed number:

1. Without selecting the **Line** (DN) key, enter the number to be dialed.

2. Choose one of the following:

   — To erase all numbers, press the **Clear** key. Re-enter numbers to be dialed.

   — To change numbers one-at-a-time, press the **Delete** key to backspace. Re-enter a new number.

3. Press the **Line** (DN) key to dial the number.

Activate Ring Again

Use the Ring Again feature if you receive a busy tone or if there is no answer. Your IP Phone rings when the person you called becomes available. Ring Again automatically redials the number.

To activate Ring Again:

1. Dial a number and receive a busy tone or no answer.

or

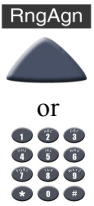
2. Choose one of the following:
   - Press the **Ring Again (RngAgn)** key.
   - Enter the **Ring Again Activate** FFC.

To call a Ring Again party when you receive notification:

1. After receiving the notification tone, press the **Line** (DN) key.

2. Press the **Ring Again (RngAgn)** key to automatically dial the number.

To deactivate Ring Again before notification:



Choose one of the following:

- Before hearing the notification tone, press the **Ring Again (RngAgn)** key a second time.
- Enter the **Ring Again Deactivate** FFC.

Redial last number called

Use the Last Number Redial feature to automatically redial the last dialed number.

To use Last Number Redial:

Press the **Line** (DN) key twice (the last number dialed is automatically redialed).

Use Speed Call

Use the Speed Call feature to place internal and external calls by dialing a one-, two-, or three-digit code.

To create a Speed Call number:

1. Press the **Speed Call Controller (SpcCtl)** key. The triangular icon flashes, indicating programming mode.

2. At the prompt:
   - — Enter a one-, two-, or three-digit code (0-999).
   - — If required, enter the access code (for example, “9”).
   - — Enter the telephone number (internal, external, or long-distance number).

3. Press the **Speed Call Controller (SpcCtl)** key again to save the code and number. The icon quits flashing.

To make a Speed Call:

1. Press the **Line** (DN) key.

2. Press the **Speed Call Controller (SpcCtl)** key.

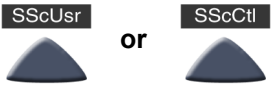
3. Dial the **Speed Call** code to automatically dial the number.

Make a System Speed Call

Use the System Speed Call feature to dial Speed Call codes that override dialing restrictions placed on your telephone.

To make a System Speed Call:

1. Press the **Line** (DN) key.



2. Choose one of the following:
   - Press the **System Speed Call (SScUsr)** key.
   - Press the **System Speed Call Controller (SScCtl)** key.

3. Dial the **Speed Call** code to automatically dial the number.

Answer a call

Each incoming call causes the telephone to ring and the **Message Indicator** lamps to flash.

To answer a call:

Press the **Line** (DN) key.

While on an active call

This section describes features available during an active call.

Place a call on hold

Use the Hold feature when you are talking on one line and another call arrives on a second line. Retain the original call by putting it on hold, and then answer the second call.

To place a call on hold:

Press the **Hold** key.

To retrieve a call on hold:

Press the **Line** (DN) key.

Transfer a call

Use the Transfer feature to redirect a call to the appropriate person.

To use the Transfer feature to direct a call to a third party:

1. Press the **Transfer (Trans)** key. The original call is put on hold, and a dial tone sounds.

2. Dial the DN to which the call is transferred.

   To see the DN being dialed, use the **Navigation** keys to scroll down to the next line.

3. When that number rings or a person answers, press the **Transfer (Trans)** key to connect the calling party.

To return to the original call, if the transfer is incomplete:

If the person called is not available, press the **Line** (DN) key to reconnect to the original call.

Use Timed Reminder Recall

Use the Timed Reminder Recall feature to receive a reminder tone when a transferred call is not answered.

To activate Timed Reminder Recall:

1. Press the **Transfer (Trans)** key. The original call is put on hold, and a dial tone sounds.

2. Dial the number to which the call is being transferred.

   To see the DN being dialed, use the **Navigation** keys to scroll down to the next line.

3. Press the **Transfer (Trans)** key again to start the recall timer.

   Note: If the transfer is complete, the recall timer stops.

If the transferred call is not answered, your telephone rings.

1. Press the **Line** (DN) key to reconnect to the original caller.

or

2. Choose one of the following:

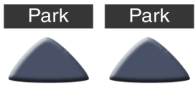
   — Press the **Transfer (Trans)** key and repeat the transfer (to a different DN).

   — If the transfer is picked up while you are on the line, press the **Goodbye** key to complete the transfer.

Use Call Park

Use the Call Park feature to hold temporarily (park) and retrieve a call from any telephone. Using Call Park does not tie up a line and, when configured network-wide, can be used across networks. A **System Park Extension** can be set to automatically park most calls.

To park a call on the System Park DN or your own DN:



During an active call, press the **Park** key twice.

Note: By default, the call is parked on your DN unless a **System Park** is enabled to park calls automatically on the system.

To park a call on a DN other than the System Park DN or your own DN:

1. Press the **Park** key.

2. Dial the DN where you want to park the call.

3. Press the **Park** key.

To retrieve a parked call:

1. Press the **Line** (DN) key.

2. Press the **Park** key.

3. Dial the DN where you parked the call.

   Note: If a parked call is not retrieved within a specified time period, it rings back to your telephone or the attendant.

Record a Calling Party Number

Use the Calling Party Number feature to record a caller's number, or to charge a call to an account number, during an established call.

To record a caller's number for accounting purposes:

1. Press the **Call Party (CParty)** key. The caller is placed on hold.

2. Dial a charge account number or the caller's number.

   Note: For information on using the **Charge** key, see "Charge a call or charge a forced call" on page 58.

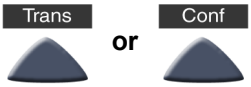
3. Press the **Call Party (CParty)** key to return to the call.

Trace a malicious call

Use the Malicious Call Trace feature to trace nuisance calls within your system.

Note: This is not a default feature. Contact your system administrator to configure this feature on your telephone.

To activate Call Trace:



1. Press the **Transfer (Trans)** key or the **Conference (Conf)** key.

2. Dial the Special Prefix **(SPRE)** code followed by **83** or enter the **Call Trace** FFC to reconnect automatically.

   Note: Contact your system administrator for the Call Trace feature SPRE code.

While away from your desk

This section describes features that are used when you are away from your desk.

Use Call Forward

Use the Call Forward feature to direct incoming calls to ring on another line (DN). If the telephone is in the process of ringing, that call cannot be forwarded.

To forward your calls or change the forward number:

1. Press the **Forward (Fwd)** key.

   A flashing triangle icon appears next to the label **Fwd**.

2. Dial the DN where you want to forward your calls.

3. Press the **Forward (Fwd)** key.

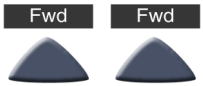
   The triangle icon stops flashing to indicate Call Forward (CFwd) is active.

To deactivate Call Forward:

Press the **Forward (Fwd)** key.

The triangle icon is removed to indicate Call Forward (CFwd) is deactivated.

To reinstate Call Forward to the same number:



Press the **Forward (Fwd)** key twice.

Use Internal Call Forward

Use Internal Call Forward to allow only calls originating at internal DNs to ring at another DN. Calls originating outside your telephone system still ring at your telephone. Current incoming calls cannot be forwarded.

To activate Internal Call Forward:

1. Press the **Line** (DN) key and enter the **Internal Call Forward Activate** FFC.

2. Dial the DN to which your internal calls will be forwarded.

3. Press the **Goodbye** key.

To deactivate Internal Call Forward:

Press the **Line** (DN) key and enter the **Internal Call Forward Deactivate** FFC.

Use Remote Call Forward

Use the Remote Call Forward feature to forward calls (from any telephone other than your own) to any telephone.

To activate Remote Call Forward:

1. Press the **Line** (DN) key.

2. If calling from a telephone outside the system, dial your direct system access number and wait for dial tone.

3. Dial the **Remote Call Forward Activate** FFC to activate the feature.

4. Dial your Station Control Password. A dial tone sounds.

5. Choose one of the following:
   - Dial your DN.
   - To forward calls to the previous call forward number, press the **#** key. (Do not perform steps 6 and 7.)

6. Dial the number to which calls are being forwarded. If calls are forwarded to an invalid number, a fast busy signal sounds.

7. Press the **#** key.

To deactivate Remote Call Forward:

1. Press the **Line** (DN) key.

2. If calling from a telephone outside the system, dial the direct system access number and wait for the dial tone.

3. Dial the **Remote Call Forward Deactivate** FFC.

4. Dial your **Station Control Password**.

5. After hearing the dial tone, dial your DN.

6. Press the **#** key.

Secure your telephone

The Electronic Lock feature is used to prevent others from making calls from your phone. This feature is controlled using your Station Control Password. To change your **Station Control Password**, refer to “Security features” on page 21.

To lock your telephone:

1. Press the **Line** (DN) key.

2. Dial the **Electronic Lock Activate** FFC.

3. Dial your **Station Control Password**.

4. Choose one of the following:
   - — If dialing locally, press the **Goodbye** key.
   - — If dialing the FFC remotely, dial your DN.

or

To unlock your telephone:

1. Press the **Line** (DN) key.

2. Dial the **Electronic Lock Deactivate** FFC.

3. Dial your **Station Control Password**.

or

4. Choose one of the following:
   - If dialing locally, press the **Goodbye** key.
   - If dialing the FFC remotely, dial your DN.

Talk with more than one person

This section describes features that enable conversations between more than two people.

> ***Note:*** Contact your system administrator for information on accessing audio conference bridge applications.

Set up a conference call

Use the Conference feature to set up a conference call for three or six people, including yourself. The number of people the Conference feature supports depends on your telephone configuration. Contact your system administrator to determine your configuration.

To set up a conference call:

1. While on a call, press the **Conference (Conf)** key to place the call on hold. You receive dial tone.

2. Dial the number of the person you want to add to the conference call. You can talk privately to the person you are adding at this time.

3. Press the **Conference (Conf)** key a second time to conference all parties together.

If the person you attempt to add to the conference is unavailable:

1. Press the **Goodbye** key.

2. Press the **Line** (DN) key to return to your original call.

Use Group Call

Use the Group Call feature to automatically call members of a predefined group, one at a time, until they all answer.

To call group members:

1. Press the **Line** (DN) key.

2. Enter the **Group Call** FFC.
   - The feature automatically calls all group members.
   - The telephone numbers of the group members display as they answer.
   - If a person who is in your group is on a conference call or another group call, then that person is not connected to your group call.
   - After everyone in the group has answered, only the person who made the group call can put the call on hold.

To answer a Group Call:

Press the **Line** (DN) key.

Note: When you answer a Group Call, three 10-second tones notify you that there is a group call on your extension.

To end a Group Call:

Press the **Goodbye** key.

Note: When the person who made the Group Call disconnects, the call terminates for all members of the group. However, the members of the Group Call can disconnect from the call and not affect other members on the call.

Work without interruption

This section describes features that provide uninterrupted work time.

Use Make Set Busy

Use the Make Set Busy feature to make your telephone appear busy to all callers.

To activate Make Set Busy:

1. Press the **Line** (DN) key.

2. Enter the **Make Set Busy Activate** FFC.

To deactivate Make Set Busy:

1. Press the **Line** (DN) key.

2. Enter the **Make Set Busy Deactivate** FFC.

Additional call features

Contact your system administrator to determine if the following call features are available on your telephone.

Use Call Page Connect to make an announcement

Use the Call Page Connect feature to make an announcement over a paging system.

To use Call Page:

1. Press the **Line** (DN) key.

2. Dial the **Page Trunk Access Code** to complete the connection to the page system.

3. Make your announcement.

4. Press the **Goodbye** key.

Charge a call or charge a forced call

Use the Call Charge feature to charge a call to a specific account. The Forced Charge feature charges long-distance calls from a telephone restricted to local calls.

To charge a local or long-distance call to an account before you dial:

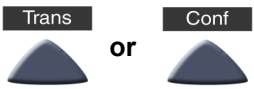
1. Press the **Line** (DN) key.

2. Press the **Charge** key or dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. When the dial tone sounds, dial the number.

To charge a call in progress:



1. Choose one of the following:
   - Press the **Transfer (Trans)** key.
   - Press the **Conference (Conf)** key.

2. Press the **Charge** key or dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. Press the **Line** (DN) key to return to the call.

To charge a call to an account when you transfer a call:

1. Press the **Transfer (Trans)** key. The call is placed on hold.

2. Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. After the dial tone, dial the number to which the call is to be transferred.

5. Press the **Transfer (Trans)** key when you hear a ring tone.

   Note: To talk privately with the person at the transfer number, wait until the person at the transferred number answers. Press the **Transfer (Trans)** key when you are ready to transfer the call.

To charge a call to an account when you add someone to a conference call:

1. Press the **Conference (Conf)** key. The call is placed on hold.

2. Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. Dial the number of the person you want to add to the conference.

5. Press the **Conference (Conf)** key.

Use Forced Camp-on

Use the Forced Camp-on feature to automatically ring another telephone (internal or external) immediately after that telephone disconnects from its current call.

To use Forced Camp-on:

You receive a busy signal after dialing a telephone number.

1. Enter the **Override** FFC to initiate a Forced Camp-on.

   The person you called receives a tone. You receive a ring/ringback signal or a busy/engaged signal, depending on the options chosen. You are now camped on to the number you dialed.

2. Press the **Goodbye** key.

   When the person you called finishes the call, your telephone automatically dials the number. Both telephones ring.

To answer a call camped on to your extension:

When the telephone rings, press the **Line** (DN) key.

Note: You can program your telephone for either Camp-on or Call Waiting, but not both.

Use Enhanced Override

Use the Enhanced Override feature to override an active call after you attempt a Forced Camp-on. Use Enhanced Override to make a simple call or a consultation call, such as placing a call on hold and calling another party.

To use Enhanced Override:

You receive a busy signal after dialing a telephone number:

1. Enter the **Override** FFC to initiate a Forced Camp-on.

   — If either person on the call disconnects at this time, you receive an overflow (fast busy/ engaged) signal.

2. Enter the **Override** FFC again.

   — The other two persons on the call receive an override tone and a conference call is established between the three of you. If anyone disconnects, the other two persons remain connected.

To disconnect Enhanced Override:

Press the **Goodbye** key.

Override a busy signal

Use the Override feature to override a busy signal and interrupt another call.

To override a busy/engaged signal:

You dial a telephone number and receive a busy signal.

Enter the **Override** FFC.

The people in the targeted call receive a tone for approximately one second. After the Override feature joins you to their call, a short tone repeats every 16 seconds.

To end the connection:

Press the **Goodbye** key.

Use Privacy Release

Use the Privacy Release feature to enable one or more people who share your DN to join a call.

To use Privacy Release on an established call:

Press the **Privacy Release (PrvRls)** key during a call.

A person joins the call by pressing the shared number (DN) key on the person's telephone (Multiple Appearance DN feature).

Use Radio Paging

Use the Radio Paging feature to page a person and stay on the line until the person answers. The paged person answers the call after entering a special Page Meet-me code from any telephone.

To use Automatic Preselection (Meet-me page):

1. Press the **Line** (DN) key.

2. Dial the **Radio Paging Access** FFC. The paging tone sounds (two beeps followed by a dial tone).

3. Dial the number of the party you want to page. After dialing, the ringback tone sounds.

   Note: The paged person can use any telephone to enter a **Radio Paging Answer** FFC**,** plus the person's own DN.

4. If your call goes unanswered for a preset time period and a 15-second high-pitched tone sounds followed by silence, press the **Goodbye** key.

To use Automatic Post selection:

The called party is either busy on the telephone or away from the desk. To page the called party, you do not need to redial the number of the called party.

1. Press the **Radio paging (RadPag)** key. A special dial tone sounds.

2. Dial the **Radio Paging Access** FFC. The ringback tone sounds.

   Note: The paged person can use any telephone to enter a **Radio Paging Answer** FFC**,** plus the person's own DN.

3. If your call goes unanswered for a preset time period and a 15-second high-pitched tone sounds followed by silence, press the **Goodbye** key.

To answer a Radio Page:

If you carry a Radio Pager, a page indicates that someone dialed your line (DN). If the Radio Page system is set up to function in Meet-me mode, you can answer the page call from any telephone.

1. Press the **Line** (DN) key.

2. Dial the **Radio Page Answer** FFC. The paging tone sounds.

3. Dial your own DN to connect to the paging caller. If the caller has hung up, a steady, high-pitched (Number Unavailable) tone sounds.

Additional features

Virtual Office

When you are away from your office telephone, use the Virtual Office feature to transfer calls and all of your telephone's features to a remote telephone.

Note 1: Consult your system administrator to verify if the Virtual Office feature is available for your use.

Note 2: When designated as the office telephone, the IP Audio Conference Phone 2033 can be activated for Virtual Office by an IP Phone 2001, IP Phone 2002, IP Phone 2004, or another IP Audio Conference Phone 2033.

Note 3: When used as the remote telephone, the IP Audio Conference Phone 2033 can activate only an ***IP Audio Conference Phone 2033*** and an ***IP Phone 2001*** for Virtual Office.

Virtual Office Login

To activate Virtual Office on your office telephone from your remote telephone:

1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Virtual Office Login**.

3. Press the **Select** key.

4. Enter your User ID (for example, your DN including the access code) at the prompt.

   Note: This number must be an ESN number.

5. Press the **Select** key.

6. At the prompt, enter the home **Station Control Password (SCPW)**.

   Note 1: If the User ID is not found locally, the message “Locating Remote Server” displays.

   Note 2: After three failed login attempts, wait one hour before attempting to log in again.

   A successful login transfers all the features, time, date, and tones to your remote telephone from your office telephone.

Virtual Office on your remote telephone

Figure 7 on page 69 through Figure 10 on page 70 show IP Phones logged on to an IP Audio Conference Phone 2033 using Virtual Office.

Figure 7: Logged on to an IP Audio Conference Phone 2033 using an IP Audio Conference Phone 2033

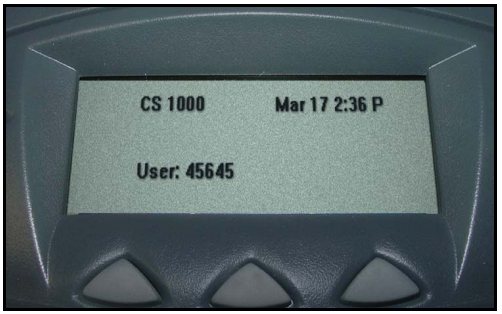


Figure 8: Logged on to an IP Audio Conference Phone 2033 using an IP Phone 2001

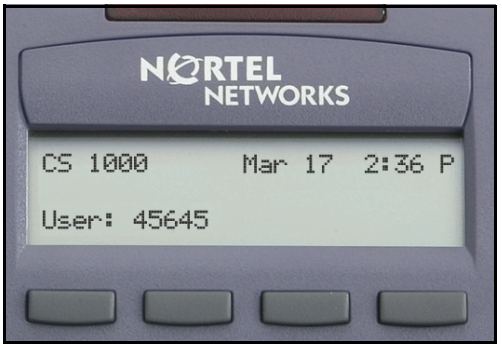


Figure 9: Logged on to an IP Audio Conference Phone 2033 using an IP Phone 2002

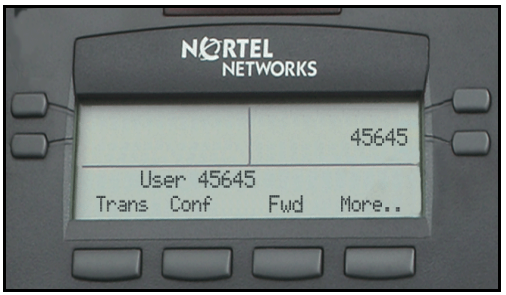
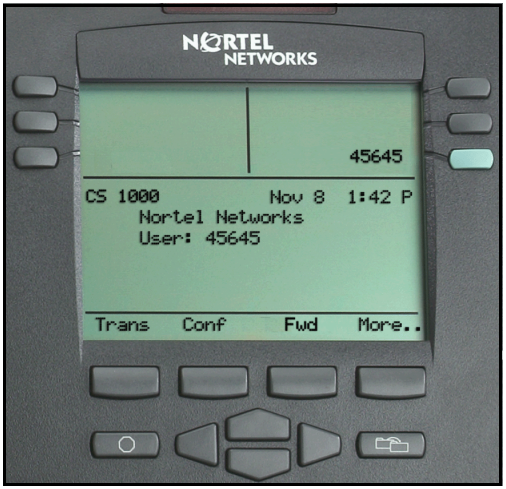


Figure 10: Logged on to an IP Audio Conference Phone 2033 using an IP Phone 2004



On the IP Phone 2002 and IP Phone 2004, the feature keys remain empty (except for the appearance of your DN) because your IP Audio Conference Phone 2033 does not support feature keys.

A User information line that lists the number of your office telephone appears on all displays.

Virtual Office on your office telephone

When activated for Virtual Office by a remote telephone, your office telephone is *logged out* and is no longer operational.

A Logged Out message displays on your telephone, alerting you that your office telephone is being used for Virtual Office.

To regain operation of a telephone being used for Virtual Office:

or

Choose one of the following:

- To completely disconnect your office telephone from the remote telephone:
  a. Press the **Home** key.
  b. Enter your User ID and password (this logs the office telephone back on to your office network).
- To use your office telephone as the remote telephone for Virtual Office, press the **Virtual (Vrtual)** key to log in to another IP Phone.

Virtual Office logout

To log out from a remote telephone:

1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Virtual Office Logout**.

3. Press the **Select** key.

Troubleshoot Virtual Office

When you use Virtual Office, error messages may display on-screen. Table 4 lists error messages and actions to correct the causes.

Table 4: Troubleshoot Virtual Office (Part 1 of 3)

Displayed Message	Probable Cause	Action
Busy, try again	Remote IP Phone is active (not idle).	Wait for remote telephone to become idle and try again.
	ACD IP Phone is logged in.	Log out of ACD IP Phone before initiating Virtual Office from another IP Phone.
	Make-Set-Busy is inactive on ACD IP Phone.	Set Make-Set-Busy active on ACD IP Phone.
Invalid ID (1)	Incorrect User ID entered.	Enter correct User ID.
	User ID is not in Gatekeeper database.	Notify system administrator.
Invalid ID (2)	Incorrect User ID entered.	Enter correct User ID.

Table 4: Troubleshoot Virtual Office (Part 2 of 3)

Displayed Message	Probable Cause	Action
Invalid ID (3)	Incorrect User ID entered.	Enter correct User ID.
	User ID in Gatekeeper database points to originating Call Server.	Notify system administrator.
Locked from Login	Three failed attempts to enter the correct Station Control Password.	Wait one hour for the lock to clear automatically, or notify system administrator to clear lock.
Logged out	Home TN in use by Virtual Office.	Log in to another TN using Virtual Office.
Permission Denied (1)	Remote telephone has no Station Control Password.	Notify system administrator.
Permission Denied (3)	Incorrect User ID entered.	Enter correct User ID.
	Remote telephone has no Station Control Password.	Notify system administrator.
Permission Denied (4)	Incorrect User ID entered.	Enter correct User ID.
	Attempt to log in to a remote IP Phone 2002 or IP Phone 2004 (some restrictions apply).	Go to an IP Audio Conference Phone 2033, IP Phone 2002, or IP Phone 2004 and try to log in again, or consult your system administrator.

Table 4: Troubleshoot Virtual Office (Part 3 of 3)

Displayed Message	Probable Cause	Action
Permission Denied (5)	Incorrect User ID entered.	Enter correct User ID.
	Remote telephone does not have VOUA Class of Service.	Notify system administrator.
Permission Denied (6)	Incorrect User ID entered.	Enter correct User ID.
	Incorrect Station Control Password entered.	Select Retry, and try again with the correct Station Control Password.
Permission Denied (7)	Attempted Login to an IP Audio Conference Phone 2033 from a IP Softphone 2050.	Go to an IP Audio Conference Phone 2033, IP Phone 2001, IP Phone 2002, or IP Phone 2004 and try again.
Server Unreachable (1)	Network problem.	Notify system administrator if problem persists.
Server Unreachable (2)	Network problem.	Notify system administrator if problem persists.

Media Gateway 1000B

A Media Gateway 1000B (MG 1000B) IP Audio Conference Phone can operate in Normal or Local mode.

Normal Mode

The IP Audio Conference Phone registers with the main office and receives telephone services from the main office. At any time during Normal Mode, you can check local mode functionality (make and receive calls) by enabling Local Mode and returning to Normal Mode. After testing, you can return to Normal Mode by using the **Resume Normal Mode** command or by waiting for ten minutes.

Local Mode

If the WAN connection is lost, the IP Audio Conference Phone loses communication with the main office Terminal Proxy Server (TPS). The IP Audio Conference Phone then registers with the MG 1000B and receives telephone services from the branch office. When in Local Mode, the IP Audio Conference Phone displays "LOCAL MODE".

Test Local Mode

Use Test Local Mode to check local mode functionality (make and receive telephone calls). This is useful when provisioning has changed for an IP Audio Conference Phone at a MG 1000B Controller.

1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Test Local Mode**.

3. Press the **Select** key (the telephone resets and registers to the branch office).

Resume Normal Mode

Use the Resume Normal Mode command to return to Normal Mode after testing survival functionality.

Note: If the Resume Normal Mode command is not performed after testing, the telephone automatically returns to Normal Mode in ten minutes.

1. Press the **Services** key to access the Services menu.

2. Using the **Navigation** keys, highlight **Resume Normal Mode**.

3. Press the **Select** key (the telephone registers back to the main office).

Troubleshoot MG 1000B

When using MG 1000B, error messages may display on-screen. Table 5 lists error messages and actions to correct the causes.

Table 5: Troubleshoot MG 1000B

Display Message	Probable Cause	Action
Local Mode	Test Local Mode.	Press the **Services** key, and then select **Resume Normal Mode**.
	Network problem.	Contact system administrator if problem persists.
Local Mode Invalid ID (1)	Gatekeeper unable to find endpoint from Branch User ID.	Notify system administrator.
Local Mode Invalid ID (2)	Branch User ID not found in any equipped Terminal Number (TN).	Notify system administrator.

Hospitality features

Hospitality features are intended for hotel operations.

Set Automatic Wake-Up

Use the Automatic Wake-Up feature to receive a timed reminder call. From your telephone, you can program the system to automatically place a call to yourself at a predetermined time. When you answer the call, recorded music plays for up to 30 seconds, followed by a prerecorded announcement or the attendant.

To enter the time for an Automatic Wake-Up call:

1. Press the **Line** (DN) key.

2. Dial the **Automatic Wake-Up Request** FFC.

3. Dial the **Automatic Wake-Up** time in a 24-hour time format (hhmm). A tone sounds to confirm the time.

   Note: In a 24-hour time format, 7:30 a.m. is entered as 0730; 9:45 p.m. is entered as 2145.

4. Press the **Goodbye** key.

To quit an Automatic Wake-Up call:

1. Press the **Line** (DN) key.

2. Dial the **Automatic Wake-Up Quit** FFC.

3. Press the **Goodbye** key.

To verify the time for the Automatic Wake-Up call:

1. Press the **Line** (DN) key.

2. Dial the **Automatic Wake-Up Verify** FFC.

3. Dial the **Automatic Wake-Up** time in a 24-hour time format (hhmm). If your query matches the preset time, a confirmation tone sounds.

   Note: In a 24-hour time format, 7:30 a.m. is entered as 0730; 9:45 p.m. is entered as 2145.

4. Press the **Goodbye** key.

Flexible Feature Codes

Use this worksheet to record the FFCs assigned by your system administrator.

FFC	Feature	FFC	Feature
	Automatic Wake-Up Activate		Malicious Call Trace
	Automatic Wake-Up Deactivate		Pickup Ringing Number
	Automatic Wake-Up Verify		Remote Call Forward Activate
	Call Detail Recording Charge Account		Remote Call Forward Deactivate
	Electronic Lock Activate		Radio Paging Access
	Electronic Lock Deactivate		Radio Paging Answer
	Group Call		Station Control Password Change
	Internal Call Forward Activate		Virtual Office Terminal Log On
	Internal Call Forward Deactivate		Virtual Office Terminal Log Off

Terms you should know

Attendant

A telephone operator in your organization.

Calling Party Name Display

Information, such as the caller's name and telephone number, appearing on the LCD display screen. The system must have CPND enabled.

Category 5 (Cat5)

Balanced 100 Ohm cable and associated connecting hardware whose transmission characteristics are specified up to 100 MHz. It is used by 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire. Cat5 is the most popular cable used in new installations today.

Communication Server 1000

Your office communication system.

Date/time display

The current date and time when the telephone is in an idle state.

Directory Number (DN)

A number consisting of one to seven digits for a telephone. Also known as an *extension number*.

Fastbusy

A signal indicating that all outgoing lines are busy or an error condition exists (for example, a misdialed number).

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Fixed key

The hard-labeled keys on your telephone.

Flexible Feature Codes

Specialized codes entered using the dialpad that enable features (for example, Ring Again).

Goodbye key

A fixed key used to end an active call.

Information display

Any display of call activity, lists, prompts, and status of calls. On the IP Audio Conference Phone 2033, this information area is a one-line by 24-characters area. If the text message exceeds this area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Information line

A one-line by 24-character area that displays date and time or application information.

Interrupted dial tone

A broken or pulsed dial tone, heard when you access some features on your telephone.

Message (Inbox)

A fixed key on the IP Audio Conference Phone 2033 that connects to your voice messaging system when the key is pressed.

Message waiting indicator/Incoming call indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Navigation keys

Keys used to scroll through menus and lists appearing on the LCD display screen.

Off-hook

Any line selected to make a call or receive an incoming call. The term *off-hook* is applied whether (a) the user presses a line key, (b) the call is automatically answered at the set, or (c) a line is automatically selected for an outgoing call.

Paging tone

A special tone heard when using the Radio Paging feature. You hear two beeps followed by dial tone.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access options such as Telephone Options, Password Admin, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Soft keys (self-labeled)

A set of keys programmed by your system administrator. These three keys, located directly below the display area, have four programmable layers. These keys are also used to configure parameters in the Telephone Option menu.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing telephone features.

Special Prefix code (SPRE)

Special codes entered using the dialpad, followed by a two-digit access code, that enable features (for example, Call Forward All Calls requires entry of SPRE code + 74).

Station Control Password (SCPW)

Enables security features on your phone to prevent others from making calls from your telephone and to prevent access to protected features (for example, Remote Call Forward).

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, and Ringer is OFF.

System or Switch

Your office communication system.

User Interface

Screen displays that interact with the user as a result of an action or event.

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Nortel Communication Server 1000

Nortel IP Audio Conference Phone 2033

User Guide

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